CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: Senior IT Desktop Technician	**Job Family:** 2
General Classification: Professional	**Job Grade:** 20

Definition: Under general direction of the Information Technology Operations Manager, this position provides lead support of the desktop/Help Desk applications within the Information Technology Division; manages inventory; provides technical support services for desktop computers and their peripherals, networks, servers, printers and assists technical staff in providing support services; provides end-user support and program/procedure maintenance; manages the Help Desk and performs other related work as required.

Distinguishing Characteristics: This classification is distinguished from the IT Desktop Technician I/II in that it provides lead support for desktop/Help Desk applications and staff. This position is also responsible to document services and produce reports of inventory, service request ticket count and customer satisfaction. This position is further distinguished from the position of Information Technology Operations Manager in that the latter has overall responsibility for the functions and management of assigned staff in the network/operations section. Finally, this position is the first step in the escalation process for users with issues regarding their level of service or any questions regarding their tickets and will escalate issues as necessary to senior management staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Provide lead direction to assigned staff; assist employees with problems and provide recommended solutions; train/assign staff; provide input into employee performance evaluation.

2. Test, install, troubleshoot and maintain desktop hardware and software, such as desktop computers, related peripherals, software applications and printers.

3. Test, install, troubleshoot and maintain telecommunication hardware and software, such as desktop phone sets, related peripherals, software applications and City-approved PDAs and cell phones.

4. Maintain knowledge of industry development and technology; maintain expertise in City standard hardware and software products and an awareness of advances in technology as they relate to City needs and objectives.

5. Prepare periodic reports and summaries as needed; maintain records of calls and written requests for service and departmental equipment inventory; develop and evaluate customer service surveys.

6. Inspect work by employees and vendors, in progress and upon completion, to ensure compliance with standards and specifications; advise customer departments of work in progress, operating problems and actual or potential delays.

7. Make recommendations on desktop standards, such as hardware and software and provide technical for these platforms and applications.

8. Transport, install and configure technology-related equipment; respond to questions, complaints and emergency calls and take appropriate courses of action.

9. Provide computer training classes as necessary.

10. Perform related responsibilities as assigned.

Minimum Qualifications:

Knowledge of: Supervision and appropriate methods of employee training and evaluation; designated technology services, systems, equipment, applications, operations and associated peripheral equipment; methods, tools and procedures used in the installation, repair, maintenance, enhancement and configuration of designated technology systems, peripheral equipment and work stations; technology support services; designated systems and applications; inventory management and appropriate methods of record keeping, software and standards; local and wide-area networks; security systems and procedures; desktop computer and network software packages; disaster recovery and prevention methods and procedures; effective methods of communications, including report writing and verbal communication.

Ability to: Organize work and set priorities; exercise sound independent judgment within established guidelines; maintain accurate records and prepare clear, concise and effective correspondence, reports and other written materials; read and interpret complex technical manuals and procedures; explain technical concepts in nontechnical terminology and train others in the operation and application of desktop computer systems; perform preventative maintenance; evaluate desktop software and peripheral hardware; maintain desktop software (mail client, word processing, spreadsheets, etc.); install and upgrade desktop peripherals; analyze problems and take necessary corrective actions; evaluate and make recommendations regarding printers and desktop computer systems; provide good customer service and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: Any combination of experience, education and training may qualify if it provides for the required knowledge and abilities.

Training experience equivalent to an AA degree in computer science or a related field from an accredited college or university with four years of progressively responsible experience providing computer help desk service, at least one year of which was in a lead capacity. Microsoft Certification is highly desirable.

Required Licenses or Certificates: Possession of or the ability to obtain a valid Class C California driver's license and maintain a good driving record.

Working Conditions: This position may be required to work extended or irregular hours. For critical issues, may need to be available for contact after normal business hours.

Established June 26, 2008
Revised

CLASS SPECS
CS278-P^